



**Commercial Driver License Project Manager
Driver Services Division
Planning and Performance Unit
Washington Management Service (WMS), Band 1
Olympia, Washington**

Starting annual compensation is up to \$55,000 (DOQ)

Closing Date: Open until filled

Note: The hiring authority reserves the right and may exercise the option to make a hiring decision at any time. *Candidate evaluation will begin on March 22 and will be ongoing. **It will be to the applicant's advantage to submit materials as soon as possible.***

Mission & Vision

The Department of Licensing (DOL) is an agency that protects the public safety and welfare in all areas we license and regulate, and ensures the fair, timely and efficient collection of state revenue. We are surprisingly innovative, setting new standards of excellence in customer service, consumer protection and public safety. Nearly every Washington State resident interacts with DOL in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The Department of Licensing employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at www.dol.wa.gov.

Position Objectives & Responsibilities

This position is responsible for directing Driver Services Commercial Driver License (CDL) related projects to ensure that strategic business objectives are met. Business objectives include ensuring that Washington State complies with the requirements of state and federally mandated initiatives. Projects typically include 10 to 40 members and budget amounts ranging from \$50,000 to \$10 million with calendar durations varying from two months to two years. The position serves as a mentor and expert to other agency staff (of all classification levels) regarding project management methodologies, standards, tools, and best practices. Primary CDL project management responsibilities include plan and schedule development and maintenance, project performance monitoring, project budget management, and risk management.

As a result of CDL projects this position is responsible for leading process improvement efforts and determining statewide CDL policies and procedures. This position works with CDL project team members, division managers and staff to problem-solve, enhance the delivery of customer service, and recommend program changes required due to the outcome of CDL projects. This includes collaboration with internal and external stakeholders.

The position participates in the development of CDL grant applications and management of state and federally funded CDL grant awards and projects and reports on progress to management.

Required Competencies

Technical

- Project Management – Experience in effectively using principles, practices, and disciplines of project management to include: schedule/time management, cost management, quality management, human resource management, contract management and procurement, communication

management, change management, issues management, problem management and risk management. Awareness of Information Technology Project Management principles, including: planning, analysis, design, development/construction, testing, training, implementation and configuration management.

- Research and Analysis – Proven ability to effectively identify, collect, organize, and document data and information in a way that makes the information most useful for subsequent assessment, analysis, and investigation. Experience in using such data and information in a clear and rational thought process to assess and understand issues, evaluate options, form accurate conclusions, and make decisions.
- Budgeting – Experience in project budget tracking, forecasting, financial reporting and allotment procedures. Working knowledge of contract development and federal grant management.

Behavioral

- Communications Effectiveness – Excellent written and verbal communication skills. Use effective listening skills and apply effective written and oral communication techniques to convey clear, timely, persuasive messages that positively influence the thoughts and actions of others. Demonstrated ability to motivate others to initiate actions and/or negotiate contract requirements.
- Customer Centered – Search out and identify internal and external customers' service delivery requirements to improve efficiency, effectiveness and customer satisfaction. Proven ability to listen to, understand, analyze, and respond to stakeholder, customer, management, programmatic, and employee needs.
- Team Leadership – Uses leadership techniques for the simultaneous direction of multiple self-directed work teams. Proven ability to establish and maintain collaborative working partnerships in a professional atmosphere conducive to quality customer improvement with both internal and external stakeholders. Experience in effectively leading project teams.

Desired Qualifications

- Bachelor's degree with major coursework in public administration, business, or related discipline.
- Project Certification as a Project Management Professional by the Project Management Institute, or AICP certified by the American Institute of Certified Planners.

Compensation

This position is in the Washington Management Service (WMS), Band 1. Starting compensation for this WMS Band 1 position is up to \$55,000, depending upon qualifications. We offer a solid benefit package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage.

Application Procedure

E-MAIL will be the primary method of communication throughout this recruitment. Please submit your package in only one form to: HRrecruit@dol.wa.gov. Indicate "06-34W CDL Project Manager" in the subject line of your e-mail.

Candidates must submit all of the following to be considered for the position:

- A letter of application (no more than two pages) describing how your knowledge, and experience relate to the REQUIRED COMPETENCIES and DESIRED QUALIFICATIONS cited in this announcement. Please include a statement as to how you became aware of this recruitment.
- A résumé listing names of employers, specific duties performed, dates of employment, and degrees attained;
- A list of five professional references, including one supervisor, one peer, and one customer, with current telephone numbers and addresses; and

- The Applicant Profile Data Form. Completion of the Applicant Profile Data Form is voluntary. The information gathered will be used for statistical purposes only and will be kept confidential.

Note: The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

If e-mail is not possible, mail to:

Human Resources Office
Attn: 06-34W CDL Project Manager
Department of Licensing
PO Box 6007
Olympia, Washington 98507-6007

Persons with a disability who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.

APPLICANT PROFILE DATA FORM

JOB TITLE: Commercial Driver License Project Manager

Completing this form will enable Washington State to assess the many talents and skills that are available throughout the workforce. To ensure equal employment opportunity, we ask your voluntary cooperation in responding to the questions below. This information will be treated as confidential, and will be available *only* to authorized personnel. Please review the Affirmative Action Definitions at the bottom of this page.

Last Name:	First Name:	Date:
Street Address:	City:	State:
E-Mail Address:		

1. What race or culture do you consider yourself? *If you are more than one race, please check "Other Race".*

- ☐ Aleut ☐ Cambodian ☐ Filipino ☐ Hispanic ☐ Korean ☐ Spanish
☐ Asian ☐ Chinese ☐ Guamanian ☐ Indian ☐ Laotian ☐ Vietnamese
☐ Black ☐ Eskimo ☐ Hawaiian ☐ Japanese ☐ Latino(a) ☐ White
☐ Other Race (specify indicate race or culture):

If you are more than one race, please also check "Multi-Racial" below and indicate your preference for Affirmative Action purposes:

- ☐ **Multi-Racial**
(Affirmative Action Preference)

2. Are you: ☐ Male ☐ Female

3. Have you ever been on active duty in the U.S. Armed Services? ☐ Yes (if checked, see 3a and 3b)
☐ No

- 3a. Dates served: from: to 3b. Are you a disabled veteran? ☐ Yes (%) ☐ No

4. Do you have any physical, sensory, or mental condition that substantially (rather than slightly) limits any of your major life functions, such as: walking, speaking, seeing, hearing, breathing, working, learning, caring for oneself or performing manual tasks? ☐ Yes ☐ No

5. Do you have a physical, mental, or other health condition that has lasted six (6) or more months and which limits the kind or amount of work you can do at a job? ☐ Yes ☐ No

Date of Birth: / /

AFFIRMATIVE ACTION DEFINITIONS

American Indian or Alaskan Native. A person with origins in any of the original peoples of North America and who maintains cultural identification through documented tribal affiliation or community recognition.

Asian/Pacific Islander. A person with origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. For example, China, Japan, Korea, Pakistan, the Philippine Republic, and Samoa.

Black/African-American. A person with origins in any of the Black racial groups of Africa.

Hispanic. A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race. For example, persons from Brazil, Guyana, or Surinam would be classified according to their race and would not necessarily be included in the Hispanic category. This category does not include persons from Portugal, who should be classified according to race.

White/Caucasian. A person with origins in any of the original peoples of Europe, North Africa, or the Middle East.

Disabilities. For Affirmative Action purposes, people with disabilities are persons with a permanent physical, mental, or sensory impairment which substantially limits one or more major life activities. Physical, mental, or sensory impairment means: (a) any physiological or neurological disorders such as mental functions; or (b) any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, or any specific learning disability. The impairment must be material rather than slight, and permanent in that it is seldom fully corrected by medical replacement, therapy or surgical means.

Disabled veteran. A person entitled to disability compensation under laws administered by the U.S. Department of Veteran Affairs for disability rated at 30 percent or more, or a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty.

Vietnam-era veteran. A person who served on active duty for a period of more than 180 days, any part of which occurred between August 5, 1964, and May 7, 1975, and was discharged or released from duty with other than a dishonorable discharge.